



Report to the Commissioners
Area IX Agency on Aging, Flathead County
October 15, 2018
Prepared by Lisa Sheppard, Director

On the last page are two tables, one for performance measures and one for workload indicators, showing:

FY 2017 actuals
FY 2018 annual targets
FY 2018 actuals
FY 2018 actuals as a percentage of annual targets
FY 2018 actuals as a percentage of FY 2017 actuals
FY 2019 actuals to date
FY 2019 annual targets
FY 2019 actuals as a percentage of FY 2019 annual targets

The general target is 25% for FY 2019, July 1, 2018-September 30, 2018, keeping in mind that some numbers will be unevenly distributed throughout the year, some will lag 30-90 days due to subcontractor billing/reporting and some will change during the end of the fiscal year reconciliation process. Additionally, all clients are counted as “new” in July, which results in total client numbers being substantially above the annual target at the beginning of each fiscal year. This effect diminishes as the year progresses. Some information is not yet available and will be reported in future months. Additional detail may be reported in the program sections below. Numbers highlighted in yellow have been revised since the last report.

Data to note:

- There was no September report, so all of the data in the report has been updated to include August numbers in the “Total Last Report” column.
- **The # of clients receiving meal services remains** well above target as all clients are counted as “new” in July.
- **Outreach/Education** efforts continue above target for the year due to BEC grant related outreach.
- **Meals/Nutrition**
 - Total meals served are just under target for the fiscal year and just under the rate for last year.
- **Transportation**
 - Total rides are 9% above target for the year at 30,279 due primarily to seasonal rides within Glacier National Park. Total GNP related rides for the summer season were down significantly from last year (approximately 2800 rides) due to fire closures on August 12th.
 - However, excluding rides within GNP, we’ve provided 1,898 more rides than this time last year.
 - In the first quarter, we provided 848 more rides on the Kalispell fixed route (which no longer includes Evergreen) than we did last year, with almost all of the increase on the previously

underperforming PM route. Accounting for Evergreen commuter rides (which replaced the Evergreen portion of the fixed route) brings the increase for the quarter to 1,583 rides.

- Our Dial-A-Ride service, which now includes paratransit rides in Kalispell plus premium DAR rides in Evergreen and west of Kalispell, provided 773 fewer rides for the quarter than last year (when all rides were paratransit rides related to the Kalispell/Evergreen fixed route).
- Despite the short season, the GNP commuter taking people from Kalispell, Whitefish and Columbia Falls to Glacier National Park provided 1400 rides compared to fewer than 400 rides for the full summer season last year.

▪ **Independent Living Services**

- The “unit of service” numbers are for August, when the target was 16.66%. We are on track for homemaker and personal care and below target for the other services. Staff are in the process of re-assessing all IL clients and updating service plans. Until the reassessments are complete, there is a waiting list for all IL services.

AOA Administration

Budget and Contracts

- We worked with Finance to complete all FY 2018 year-end accruals and DPHHS and MDT financial report reconciliations.
- We completed the final FY 2018 financial report and submitted it to DPHHS.
 - We confirmed with DPHHS that we were missing a monthly payment from them. That payment has now been received.
- We submitted our FY 2019 budget to DPHHS and are waiting for them to send us a contract.
 - The total increase for FY 2019 over FY 2018 is \$130,298. All but \$29,718 of the increase is federal funding
 - The federal funds represent the full annual increase for federal fiscal year 2018 plus 9 months of the anticipated funds for federal fiscal year 2019. We’re waiting for confirmation from DPHHS regarding how much of the increase is for 2018 and how much is for 2019 (which will allow us to more accurately project for 2020 and beyond).
 - State funds still include a 2.5% cut from the base funding which may yet be restored.
- We completed and submitted the July, August and September financial reports to DPHHS.
- We submitted documentation on federal contracts/funds to Finance in preparation for the county’s annual audit.

Building

- Nothing to report.

HR/Staff Development

- We filled the Glacier Park Operations Lead position.
- We have two open positions: Cook (.875 FTE – request pending to change to 1.0) and one bus driver (.75 FTE).
- New Resource Specialists have completed required state certifications. Other staff recently completed their annual recertification.
- Beth Richardson, Assistant Director, attended the annual Governor’s Conference on Aging in Helena in September.
- Eagle staff attended the fall Montana Transit Association Conference in September.
- AOA and Eagle staff attended mandatory MDT training in Helena in October.

State/Federal/Legislative Issues

- It continues to appear the FY 2019 federal budget will maintain the increases for aging services achieved in FY 2018, including nutrition, IIB supportive services, caregiver support, preventive health and SHIP.
- M4A
 - Lisa met with the new DPHHS Aging Services Bureau Chief on August 21st.
 - Lisa chaired the quarterly M4A meeting in Helena on August 22nd and attended the quarterly meeting with the State Unit on Aging on August 23rd.
 - Lisa coordinated the hiring of an Association Management firm.
 - Lisa helped coordinate an advocacy forum at the Governor's Conference on Aging.
 - Lisa will step out of the M4A President role at the quarterly meeting at the end of this month.
 - Lisa continues to participate on a subcommittee to advise the state on redesigning the Legal Services Developer program that provides federally mandated legal advice and services to older adults.

AOA Advisory Council

- The Advisory Council met on September 13th. Susan Kunda presented on the Ombudsman program.
- The next meeting will be held on November 8th. Council members will provide input for the new 4-year Area Plan on Aging due in May 2019.
- Members formed a committee to work on the creation of a 501(c)(3) for fundraising.

Outreach/Education/Media

Note: Transportation related outreach is noted in the Eagle Transit section below.

August 2018

- 8/2/18, presented about VDH CNS and AOA services to the Northwest Veterans Coalition, 10
- 8/2/18, promotion of Transportation Advisory Committee meeting in Daily Inter Lake and websites, 20,000
- 8/3/18, monthly KGEZ interview, 15,000
- 8/16/18, Fair – sold senior rodeo tickets, info booth at Senior Rest Area, 355
- 8/22/18, presented on DDHCBS at Northwest MT Care Transitions Coalition
- 8/24-28/18, promotion of Medicare 101 class, multiple venues, 20,000
- 8/28/18, Medicare 101 class, 12

September 2018

- 9/10/18, monthly KGEZ interview, 15,000
- 9/7-13/18, promotion of AOA Advisory Council in Daily Inter Lake and on websites, 18,000
- 9/11/18, participation on City of Kalispell Trail Crew, 20
- 9/12/18, provided AOA/Eagle information for the North Valley Plaintree Festival, 250
- 9/14/18, Display/information booth at Community Connect event, 48
- 9/17/18, presentation to United Methodist Church in Columbia Falls, 20
- 9/17/18, participated in Bigfork Community Center public input meeting regarding new building, 40
- 9/19/18, promoted and organized DPHHS training for local care providers and law enforcement on powers of attorney and guardianship, 38
- 9/23/18, participation on steering committee and information booth at Walk to End Alzheimer's, 300
- 9/24/18, postcard campaign for Medicare Open Enrollment, 275
- 9/25/18, Medicare 101 class
- 9/29/18, table display at Stepping into Fall event at KRH, 200

Age-Friendly Flathead

- The Steering Committee met September 20th to review transportation options in the Flathead relative to age-friendly criteria.
- The next meeting is scheduled for 10/18/18. Members will give input on the new 4-year Area Plan on Aging.

Eagle Transit

- Montana Department of Transportation (MDT):
 - Annual Transportation Coordination Plan (TCP), 5311 Application and Capital Request
 - We are beginning the TCP process. The TCP, 5311 application and capital request are due the beginning of March.
 - A public input meeting is scheduled for December 13th from 4:00-6:00 at the South Campus conference room.
 - New this year will be an onboard survey conducted before the end of December.
 - 5-Year Transportation Development Planning Grant
 - Staff continue to work with the City of Kalispell regarding permitting and installation of bus stop signs.
 - The Planning Committee met on August 30th and presented an update to the TAC on 10/4/18.
 - Committee members and staff will travel to Bozeman November 1st - 2nd to learn about their transit system.
 - The Committee will present a draft report to the TAC in mid-December and will submit a final report to MDT by December 31st.
 - The Planning Committee has agreed to become a standing TAC Committee.
 - We received the results of the MDT audit completed in July. The auditor recommended we implement a fare deposit reconciliation process, which we are doing.
 - We submitted the final FY 2018 reports in September.
 - The FY 2019 first quarter report is due at the end of this month.
 - Staff attended the annual MDT Fall Workshop in Helena October 10th through 12th.
- Outreach/Education/Media/Special Events:
 - The KPAX commercial continues to run on the CW and on Channel 8 KAJ (CBS morning show, The Price is Right and Jeopardy/Wheel of Fortune.
 - As required by federal regulations, a monthly ad ran in the Daily Inter Lake in August and September.
 - Staff made a presentation to the Evergreen Rotary on September 25th.
- Operations:
 - Tom Schneider, Transportation Manager, and two drivers attended the Fall Montana Transit Association conference and competed in the bus rodeo.
- Transportation Advisory Committee (TAC)
 - The TAC met on October 4, 2018.
 - The next TAC meeting will be January 3rd. Members will provide their input to the annual Transportation Coordination Plan. The TAC will vote on the TCP, 5311 application and capital request at the February 7th meeting.

- Glacier National Park
 - AOA/Eagle staff met with GNP and MDT staff on September 24th to discuss the annual modification to the Cooperative Agreement. We negotiated a 1% increase in the annual admin fee paid to Eagle Transit.
 - The annual CA modification and new budget will be available for Commissioner review and approval shortly.

Nutrition

- Given the increase in federal nutrition funding, we have begun to modify the menus and have requested an increase in the FTE hours for an open cook position. We are further examining our staff positions to identify needs.

I & R/Assistance/Ombudsman/Independent Living Services

- Veteran Directed HCBS Program
 - We continue to have between 25 and 30 active veterans being served at any given time.
 - Given the high number of consistently enrolled veterans and the complexity of the accounting arrangement with the VA and Area VI, we may take the program on fully prior to our originally anticipated date of June 2019.
- Independent Living Services:
 - In the FY 2019 DPHHS budget we restored service levels as a result of the increase in federal funding. However, we continue to have a waiting list for new clients until all existing clients are re-assessed and we've confirmed their service levels.
 - The new sliding fee went into effect in August for services provided in July. We are continuing to offer services on a donation basis to those clients whom we have not yet visited for a re-assessment and Benefits CheckUp.
- Medicare Open Enrollment
 - Open Enrollment is October 15-December 7. We are currently reaching out to Medicare beneficiaries (including a postcard campaign) and making one-on-one appointments.
 - We are offering two additional Medicare 101 classes during Open Enrollment as a way to provide information to more people who may be able to complete their own changes online without a one-on-one appointment.
- Benefits Enrollment Center grant
 - The current grant expires December 31st. We've applied for another one-year grant for \$35,000 to begin in January, again partnering with the Area VI Agency on Aging. In previous years, DPHHS has applied for the grant on our behalf. This cycle, we've applied for the grant on our own to improve administrative efficiencies.
 - We continue to work with IT to create a new AOA website, which is part of the current BEC grant.
 - This year, we have two new BEC outreach event partners, United Methodist Church of Columbia Falls and United Way.
- Legal Services
 - Staff promoted and organized training by legal professionals from DPHHS on powers of attorney and guardianship designed for health and social service staff and law enforcement. Thirty-eight people attended the training.

Senior Mobile Home Repair

- The Advisory Board met on October 10th. The next meeting will be 11/14/18 at 10:00 am at Flathead Electric.
- Two projects were completed in September; 20 are in progress; 4 need assessment.
- We are working with CAPNM and the Montana Department of Commerce to get permission to release the HOME lien recovery funds we've received to CAPNM for use in their qualified home repair program in the Flathead.

Senior Centers - A primary AOA focus is outreach to area Senior Centers to build relationships, extend support, and explore new opportunities for partnership.

- The Kalispell Senior Center celebrated its 50th anniversary on September 27th at the South Campus. Well over 100 people attended, and the event was covered by the Daily Inter Lake ("Kalispell Senior Center marks half-century of togetherness") and the Flathead Beacon ("A Golden Anniversary"). Jean Penne, a member since 1996, presented a history of the Center, which was established October 6, 1968.
- Lisa and Mike met with the Bigfork Community Center on August 27th to discuss next steps related to a new building. The Center held a public input meeting on September 17th regarding a new senior/community center facility for Bigfork. Approximately 40 people attended, including elected officials from the Bigfork area. There was general interest in continuing to explore co-location with the library as an option. Several people in attendance volunteered to help launch a steering committee to move the initiative for a new building forward and develop public involvement and support. Lisa met with two of the steering committee members on October 2nd.
- We require the senior centers' board members to participate in annual board governance training as part of our contracts with them. To maximize participation and allow for some customization across centers, we're working with a consultant to put together a training course in which each center will get two onsite, half-day sessions paid for with training funds from DPHHS. The training should be ready to go in November, and the centers will have until the end of April to complete their sessions.
- Status of repair requests:
 - The Whitefish Community Center roof is in the process of being repaired.
 - Whitney is working with the North Valley Senior Center on their request for railing along the front porch and ramp and repairs to porch itself.

October 2018 Report: Performance Measures Tables - September 2018 stats (FY 2019)

25.00%

MEASURE	FY 2017 Actuals	FY 2018 Target	FY 2018 Actuals	FY 2018 % of Target	FY 2018 as % FY 2017	Sept	Total Last Report	Total/Avg. to Date	FY 2019 Target	% Target
# Receiving Independent Living Services	178	233	110	47%	62%	not yet available	not yet available	0	98	0%
# Receiving Meals on Wheels	470	465	374	80%	80%	35	204	239	465	51%
# Seniors Receiving Congregate Meals	1,785	1,000	1,404	140%	79%	91	668	759	1,200	63%
# Eagle Transit DAR Unduplicated Riders	401	500	331	66%	83%	22	196	218	450	48%
% of Service Recipients at Moderate to High Risk of Institutionalization	89%	88%	92%	105%	103%	89%	88%	89%	88%	101%
Per Meal Cost of Nutrition Services	\$6.89	\$6.75	\$6.29	93%	91%	\$5.36	\$1.48	\$5.36	\$7.00	77%
% Overall Satisfaction with AOA Services from Annual Survey	N = 99%, IL = 96%	95%	N=97% IL=90%			N/A	N/A		95%	
Maximum annual number of transportation complaints	30	36	12	33%	40%	0	0	0	36	0%
WORKLOAD INDICATOR	FY 2017 Actuals	FY 2018 Target	FY 2018 Actuals	FY 2018 % of Target	FY 2018 as % FY 2017	Sept	Total Last Report	Total/Avg. to Date	FY 2019 Target	% Target
Outreach/Education/Media						Sept				
Public Outreach/Education/Media Efforts	123	120	116	97%	94%	12	22	34	120	28%
Nutrition						Sept				
Total Meals	82,428	79,000	80,639	102%	98%	6,101	12,856	18,957	80,000	24%
MOW	49,695		47,409	N/A	N/A	3,614	7,278	10,892		
Congregate	32,733		33,230	N/A	N/A	2,487	5,578	8,065		
Nutritional Assessments Conducted	2,424	1,550	1,846	119%	76%	142	549	691	2,000	35%
Transportation						Sept				
Total Ride Count	85,305	90,000	99,104	110%	116%	8,503	21,776	30,279	90,000	34%
Dial-A-Ride Count	30,025	30,000	31,645	105%	105%	2,146	4,990	7,136	30,000	24%
City, Commuter and Other Ride Count	55,280	60,000	67,459	112%	122%	6,357	16,786	23,143	60,000	39%
Eagle Transit Outreach/Special Events	40	15	42	280%	105%	3	7	10	24	42%
Information and Referral/Assistance						Sept				
Info and Referral/Assistance Contacts	17,523	18,000	19,429	108%	111%	1,534	3,811	5,345	18,000	30%
Independent Living			93%			Aug				13%
Homemaker Units of Service	784	2,500	2,005	80%	256%	108	117	226	1,324	17%
Escorted Transportation Units of Service	792	1,739	2,314	133%	292%	74	92	167	1,391	12%
Respite Units of Service	992	2,468	2,079	84%	210%	156	232	388	3,250	12%
Community Support/Senior Companion Units of Service	1,060	1,353	1,310	97%	124%	60	89	149	1,176	13%
Personal Care Units of Service	358	435	231	53%	65%	5	6	11	65	16%
Benefits Counseling						Sept				
Benefits Counseling Hours of Service	600	450	502	112%	84%	29	119	148	450	33%
Ombudsman						Sept				
Ombudsman consults/cases opened	1034	1,100	1,250	114%	121%	187	179	366	1,100	33%